

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
HEALTH SERVICES**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

To administer and manage contracted services to eligible persons in need of health care services to promote health maintenance.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of medical encounters provided in the urgent care center	7,387	8,634	15,000
Percent of eligible clients with diabetes who have a Hemoglobin A1C level that is less than 8.5%	73	75	68
Percent of eligible children receiving appropriate immunizations	100	100	98
Percent of patients reporting satisfaction with primary care services	96	95	92
Percent of clinic patients seen & discharged within 150 minutes	93	95	92
Number of medical encounters provided to patients for primary care	110,139	118,592	240,000

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
DOMESTIC VIOLENCE**

Fiscal Year 2007 -2nd Quarter

Goal Statement

To administer and manage contractual Domestic Violence Programs throughout Broward County communities, by ensuring the delivery of quality Domestic Violence and Victim's Rights Awareness Services.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of clients receiving domestic violence services through contractual programs and out-posted employees	3,089	5,164	9,000
Percentage of clients showing improvement in the scoring of their post test from their pre-test	86	85	90
Percent of clients successfully linked with the appropriate referral service	N/A	70	75
Percentage of clients successfully completing service goals of individualized programs	90	90	95
Percent of clients completing case management plan withing 112 days	93	90	90
Average cost per client receiving domestic violence services (dollars)	N/A	875	900

**SUBSTANCE ABUSE HEALTH CARES SERVICES
MENTAL HEALTH**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

To manage contract services to ensure medically indigent adults who experience an emotional/mental health crisis receive quality, coordinated behavioral health care services in the least restrictive environment to meet their individual needs pursuant to Chapter 394, Part I, Florida Statutes, known as "The Baker Act" and Florida Administrative Rule 65-E.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of Crisis inpatient psychiatric bed days purchased for individuals experiencing an emotional/mental health crisis	2,983	1,969	5,644
Percent of clients that effectively stabilize/improve their condition (not re-admitted or incarcerated within 30 days)	97	94	90
Percent of clients accessing community mental health services within 30 days of inpatient discharge	N/A	90	90
Percent of clients who are stabilized as a result of mental health services	98	100	98
External customer satisfaction rating (%)	93	92	95
Number of invoices processed per contract administrator (per quarter)	N/A	30	30

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
OUTPATIENT SERVICES**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

To enhance the provision of effective and culturally competent prevention, education, and treatment services to persons with addictive disorders through an array of comprehensive outpatient programs.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of consumers receiving bio-psychosocial assessment for treatment services other than detoxification	1,377	1,838	3,000
Number of consumers admitted to outpatient program	899	487	2,500
Number of consumers admitted to Specialty Track outpatient programs	75	75	275
Number of consumers admitted to Day Treatment programs	361	455	650
Percent of staff spending 50% of available time providing direct services per quarter	79	80	90
Consumer satisfaction rating (%)	94	93	96
Percent of consumers employed upon discharge	67	53	73
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	100	100	95
Percent of consumers that successfully complete treatment. (no alcohol and other drug use during the month prior to discharge)	89	78	85

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
RESIDENTIAL SERVICES**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

To provide education, support and treatment services to persons with addictive and co-occurring disorders through comprehensive, culturally competent residential treatment programs; and to ensure a reduction in the number of infants born in Broward County who are either exposed or addicted to drugs.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of consumers receiving detoxification triage services	1,687	2,641	3,000
Number of consumers admitted to detoxification program	806	781	1,600
Number of consumers admitted to intensive residential treatment program	358	432	1,000
Number of consumers admitted to Mature Adult residential treatment program	33	34	75
Number of consumers admitted to Perinatal Addiction residential treatment program	31	21	50
Percent of staff spending 50% of available time providing direct services per quarter	74	90	90
Client satisfaction rating (%)	99	95	98
Percent of consumers successfully completing detoxification services	88	86	80
Percent of consumers that successfully complete residential treatment services. (no alcohol or other drug use during the month prior to discharge)	76	76	75
Percent of pregnant women attending Perinatal Addiction Program giving birth to substance free newborns	N/A	100	100

**SUBSTANCE ABUSE & HEALTH CARE SERVICES
SUPPORT SERVICES**

Fiscal Year 2007 - 2nd Quarter

Goal Statement

To provide professional and cost effective fiscal, contractual and quality assurance/performance improvement services to assure the efficient delivery of health care, substance abuse treatment and related support services.

Performance Measures	FY 2006 Year-to-Date	FY 2007 Year-to-Date	FY 2007 Projected
Number of purchasing forms and credit card purchases processed	1,596	1,937	3,000
Percent of personnel records in compliance with	99	96	100
Percent of services screened for Medicaid eligibility per quarter	0	15	100
Percent of performance improvement indicators that meet or exceed target levels	85	80	80